

# RECOVER COVER

**Our unique range of flexible insurance products pay you cash,  
so you can recover at your own pace.**

Combined Product Disclosure Statement and Financial Services Guide 25 August 2020



**CASH BACK COVER**

# CASH BACK COVER

## A little extra cash for recovery after hospital.

We're lucky in Australia - our healthcare system has most accidents covered. But sometimes the costs don't stop when you leave hospital.

**Cash Back Cover** gives you cash to help with the costs of recovery you weren't expecting - taxis to the doctor, extra rehab, hospital parking, babysitters or help if you need time off work. And with cover from only \$2 per week, it's made to fit all budgets.



### WHAT MAKES CASH BACK COVER UNCOMMON?



#### FLEXIBLE

We pay you cash when your claim is approved, giving you the flexibility to use it to recover your way.



#### FAST

We pay most claims in under 5 days (once we get all the info we need) to help with your recovery.



#### EASY

No complex medical checks or underwriting when you take out cover, just talk to our friendly member care consultants.



#### UNIQUE

Our products are designed to help fill the gaps not covered by traditional health insurance products, to help you recover.



### WHO CAN APPLY?

- Apply if you're aged 16-60, expires at 65.
- Protect everyone on your HCF health cover with the Cash Back Family Cover option.



### WHAT DOES IT PAY FOR?

- Pays \$5,000 for accidents needing surgery\*, or for specified serious illnesses including Major Cancer, Heart Attack and Stroke.
- Make multiple claims up to \$20,000 for singles, \$40,000 for families.



### HOW MUCH DOES IT COST?

- **\$2.00 per week** for singles.
- **\$4.00 per week** for families.

*"I was diagnosed with breast cancer and had to undergo chemotherapy. Even though I had **Cash Back Cover** for my family for a while, I felt lucky to have taken the cover in the first place with the help of HCF staff in the Brisbane branch. It doesn't cost that much more and it gave another layer of insurance for my family."*

**Vivian**  
HCF Life Member,  
Cash Back Cover



# COMBINED PRODUCT DISCLOSURE STATEMENT AND FINANCIAL SERVICES GUIDE

## BENEFITS

Cash Back Cover is available to permanent residents of Australia aged between 16 and 60 years of age. It pays \$5,000 on approved claims if any person covered by your policy suffers any of the events listed in the table below. A maximum of \$20,000 is payable for single cover and \$40,000 for family cover if you have a number of accidents or illnesses during the life of the policy. Covered accidents and illnesses are defined in the Policy Document. The Policy Document also sets out the full terms and conditions of this cover.

### REASON FOR CLAIM

An Accident which requires surgery in an operating theatre

Major Cancer - one or more malignant tumours including leukaemia lymphomas and Hodgkin's disease\*

Kidney Failure - end stage renal disease requiring permanent renal dialysis or renal transplant

Heart Disease requiring Bypass Surgery

Heart Attack - of a specified severity

Stroke or incident producing neurological sequelae lasting longer than 24 hours

Medically necessary Major Organ Transplant

\* Exclusions - Chronic lymphocytic leukaemia, melanomas less than 1.5 mm thick, hyperkeratosis or basal cell carcinomas and squamous cell carcinomas of the skin, Kaposi's sarcoma and other tumours associated with AIDS or HIV infection and Prostatic cancers with TNM Classifications T1.

## PREMIUMS AND EXCLUSIONS

### SINGLE COVER

Single Cover only covers you and is available to both members and non-members of HCF.

### FAMILY COVER

Family Cover is only available to members with an HCF family health insurance policy. Family Cover covers the people insured by that health insurance policy. The maximum amount payable for all claims under Family Cover is \$40,000. If your HCF membership is cancelled or no longer covers more than one person, Family Cover will continue to cover the eligible persons covered by your HCF family private health policy immediately before your HCF membership changed (unless you ask us not to).

### PREMIUMS

Only \$2.00 (Single) or \$4.00 (Family) per week. Premiums may only increase if the increase applies to all Cash Back Cover policyholders and notice of any change will be advised to you at least one month in advance. Your premium will also include any stamp duty charged by your state government as well as any taxes that may be levied by state and federal governments.

### TAXATION

Generally, insurance premiums are not tax deductible and benefits are paid free of personal tax. This is a general statement based on present laws and their interpretation. Individual circumstances may vary and you should consult a professional tax adviser.

### EXCLUSIONS

No benefit is payable for any of the following events:

- conditions covered by workers compensation or third party insurance or social security benefits;
- surgery for diagnostic purposes or not in an operating theatre;
- events resulting from drugs or alcohol;
- AIDS;
- war, hostility, civil commotion, terrorism or insurrection;
- pre-existing conditions;
- intentional self injury;
- events resulting from an illegal act;
- professional sport, military service, racing or private aviation;
- event on or before the first day of cover;
- events that occur outside Australia; or
- conditions within the first 2 months of cover.

### WHEN COVER CEASES

Your cover ceases for all persons when any of the following occurs:

- your death;
- when you turn 65;
- if you don't pay your premium;
- when the benefit amount is paid in full; or
- if you supply a written request to cancel your policy.

Cover will also end for other persons under Family Cover:

- upon their death;
- when they turn 65;
- when they cease to be your partner; or
- when they cease to be your dependant.

### COOLING OFF PERIOD

When you receive your policy document from us, you have 30 days to check whether the policy meets your needs. Within this time you may cancel your policy by contacting us and receive a full refund of any money paid provided you have not made a claim.

## INFORMATION ABOUT YOUR POLICY

You will receive a Policy Document (which contains your Policy Schedule and the Policy Wording) once your application has been processed, with full details of your cover. The information contained in this Combined Product Disclosure Statement and Financial Services Guide is important and should be read carefully, and kept in a safe place. Copies of any policy documents are available on request.

### YOUR COVER IS PROVIDED BY HCF LIFE

Cash Back Cover is issued by HCF Life Insurance Company Pty Limited (HCF Life), a subsidiary of The Hospital Contributions Fund of Australia Limited (HCF) and will not have a surrender value at any time. HCF is a not-for-profit health fund that has been looking after Australians since 1932. HCF and HCF Life are each responsible for the entire contents of this Combined Product Disclosure Statement and Financial Services Guide.

Information in this Product Disclosure Statement that is not materially adverse is subject to change from time to time. Updated information is available at [hcf.com.au/life-insurance](http://hcf.com.au/life-insurance) or by contacting us on 13 13 34. Free paper copies are available on request.

### PROTECTING YOUR RIGHTS

If you have a complaint about your policy, please contact our Policy Service Team on 13 13 34 and we will attempt to resolve it promptly. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution process that is free to consumers.

Call: **1800 931 678 (free call)**  
Visit: **[afca.org.au](http://afca.org.au)**  
Email: **[info@afca.org.au](mailto:info@afca.org.au)**  
Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Limited.  
ABN 68 000 026 746 AFSL 241 414

HCF Life Insurance Company Pty Limited.  
ABN 37 001 831 250 AFSL 236 806

# FINANCIAL SERVICES GUIDE

**HCF is licensed to provide general advice about and arrange for the issue of life and general insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Limited (HCF Life).**

**This Financial Services Guide provides information about the services provided by HCF in relation to Cash Back Cover and is designed to assist you in deciding whether to use any of these services.**

**It contains information about remuneration paid to HCF and its staff for the services offered and how complaints against HCF in relation to these services are dealt with.**

**If HCF offers or arranges to issue you Cash Back Cover we will provide you with a Product Disclosure Statement relating to that product where required. The Product Disclosure Statement sets out the significant features of the product and will assist you to compare and make informed decisions about the product.**

HCF's Australian Financial Services Licence (Number 241 414) (AFSL) authorises HCF to provide general advice about, and arrange the issue of, both life and general insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Limited (HCF Life).

HCF Life is a wholly owned subsidiary of HCF and acts on its own behalf. When we issue you with a policy, we do so under a binder that authorises us to enter into that contract of insurance on behalf of the insurer.

Premiums for the life insurance products are paid to HCF Life. HCF receives commission from HCF Life for the sale of life insurance products of up to 40% of the first year's premium plus an additional commission of 80% of HCF Life's underwriting profit each year calculated as premiums less claims and expenses. HCF's staff may receive an incentive depending on the annual premium of these products which they sell. This will not exceed 15% of the first year's premium. HCF is a not-for-profit organisation and all of the income it receives is applied for the benefit of its members.

HCF provides general advice about the suitability of these products for the needs of members. This means we do not take account of individual objectives, financial situation or needs.

You should, before acting on that advice, consider the appropriateness of the advice, having regard to your objectives, financial situation or needs. Please read the Product Disclosure Statement before deciding to purchase any of these products.

HCF holds professional indemnity insurance that complies with the compensation requirements of Section 912B of the *Corporations Act*. This includes cover for claims in relation to the conduct of representatives and employees who no longer work for HCF but who did at the time of the relevant conduct

Should you have a complaint about any of the services we offer in this Financial Services Guide please contact us on **13 13 34**. If we have not resolved your complaint within 45 days or you are not satisfied with our response, you can contact The Australian Financial Complaints Authority (AFCA).

AFCA is an independent body available free of charge to consumers and can be contacted at:

Call: **1800 931 678 (free call)**

Visit: **afca.org.au**

Email: **info@afca.org.au**

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Limited.  
ABN 68 000 026 746 AFSL 241 414  
HCF Life Insurance Company Pty Limited.  
ABN 37 001 831 250 AFSL 236 806

# OUR PRIVACY STATEMENT

**HCF Life is committed to best practice privacy protection.**

We collect your personal information including sensitive information such as health information from you and/or the policy owner who is responsible for your policy and/or from other third parties detailed in the HCF Privacy Policy (which covers HCF Life), so we can:

- comply with applicable laws
- manage our relationship with you
- provide life insurance related products and services to you (including through third parties)
- manage and pay claims and benefits
- assess your life insurance and related needs
- investigate fraudulent or improper claims and assess risks
- research and develop products, services and benefits that may better serve your needs
- assess your possible interest in and tell you about other HCF products and services
- administer our business and deal with complaints.

**The types of organisations and individuals we disclose personal information to include:**

- third party organisations who deliver services on our behalf or to us, some of whom may be located overseas
- research companies contracted to us to ask your opinion on improving our service, benefits or product offerings
- other insurers or reinsurers
- government, including law enforcement agencies
- related HCF companies
- the named policy owner who has your authority
- any other authorised individual.

If you do not provide the personal information we request, we may not be able to provide you with our products or services.

You can ask us at any time to stop direct marketing to you by emailing **service@myhcf.com.au** or calling **13 13 34**.

For more information about the personal information we collect and how we handle it, how to access and correct your personal information or how to make a complaint and how we will respond to complaints, please read the HCF Privacy Policy.

To view the HCF Privacy Policy:

- Visit **hcf.com.au/privacy**
- Visit your local branch.

All new policy owners should ensure that all members on the policy are made aware of the HCF Privacy Policy.

## LIFE INSURANCE CODE OF PRACTICE

HCF Life is a member of the Financial Services Council and we are bound by its Life Insurance Code of Practice which sets out the Australian life insurance industry's key commitments and obligations to customers. Further information is available at **fsc.org.au**

# RECOVER COVER THAT'S UNCOMMON CARE APPLY TODAY

## APPLYING FOR CASH BACK COVER IS EASY

To apply, all you need to do is:

1. Call, visit a branch or go online to complete your application
2. Leave the rest to us.



**13 13 34**

MON-FRI 8AM-8PM AEST/AEDT  
SAT-SUN 9AM-5PM AEST/AEDT



**[hcf.com.au/life-insurance](https://www.hcf.com.au/life-insurance)**



**Visit a branch**